



Timber Dispatch Procedure

Customer Guidance

Before you uplift timber you **MUST** contact the WhaM dispatch desk in Aberystwyth to obtain a PIN for your load(s). You will be asked for the following pieces of information:

1. **Who you are and who you are uplifting for** - Haulier / Driver / Customer).
2. **Dispatch Reference Number (DRN)** – If you, the haulier, are using the customer's own book, or has ownership of a Forestry Commission U3b book, you will need to quote the DRN being used.
3. **Contract number** – To be written on the conveyance note.
4. **Product, size and species being uplifted** – To be written on the conveyance note.
5. **Time and location of intended uplift** – Please quote the job/coupe number of the site you'll be going to.
6. **You will then be issued with a PIN** – To be written on the conveyance note.

At the point of uplift before loading, you **MUST** record the following information on the conveyance note:

1. **The date and time you started uplifting the produce.**

At the point of uplift after loading, you **MUST** record the following information on the conveyance note:

1. **Gross vehicle weight as recorded from your onboard weighing device.**

The WHaM dispatch desk is open from 08:00 to 17:00 Monday to Thursday and 08:00 to 16:30 on Friday. The dispatch hotline is 0300 068 0299. Outside these hours a PIN can be obtained from Frontline 01489 866765.

- You **MUST** obtain a PIN before entering a forest for the purpose of loading timber.

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- If you have not obtained a PIN, you will not be permitted to load or remove timber from any forest. **NO PIN = NO LOAD**
- You can book PINs up to 24 hours in advance of loading, but the PIN will only have an active life of **4 hours**. This means that you the haulier or the customer **MUST** advise us of the approximate time of uplift when booking the PIN. Where this changes due to unforeseen circumstances, you **MUST** inform the dispatch desk.
- The PIN window is the period of time allowed to enter the forest and uplift the timber. There is no requirement to deliver a load to the mill within the PIN window.
- On public holidays, arrangements will be made to book PINs in advance of the 24 hour time frame in conjunction with the availability of Frontline.
- If a PIN has expired during normal working hours, you, the haulier or the customer **MUST** contact the dispatch desk to obtain a new PIN. You will not be permitted to uplift timber from a Forestry Commission Wales site with an expired PIN. Forest Commission Wales will view a failure to follow this procedure as taking timber without permission.
- If you have a valid Pin, but are diverted to collect a different load, you **MUST** contact the dispatch desk to obtain a new PIN. Outside normal working hours you **MUST** contact Frontline.
- Where you, the haulier, have a valid DRN and PIN which is subsequently not used, you **MUST** contact the dispatch desk citing the reasons so that the DRn can be cancelled and reset to be used again at a later date. If you do not Forestry Commission Wales will assume the load has been uplifted and invoice the customer for the load.
- You **MUST** at all times, in conjunction with the PIN, use a Forestry Commission Wales issued U3b or customer's own conveyance note.

These procedures are designed to speed up the issuing of PINs. Please remember that Forestry Commission Wales will undertake random checks in the forest and loads found without a valid PIN will be regarded as attempted theft. You will be requested to return to site and unload. You will not be permitted to uplift any further produce until a decision has been made by the relevant WHaM staff.